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CENTRAL INTELLIGENCE AGENCY

GENERAL SERVICES OFFICE

# TELEPHONE OPERATING PROCEDURES AND PRACTICES



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Prepared By  
SPACE MAINTENANCE AND FACILITIES DIVISION

10 FEBRUARY 1954

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F O R E W O R D

The Telephone Operators Handbook provides a unified source of information reflecting the experience gained and procedures established throughout many years of providing and operating PBX switchboard service. It has been prepared in loose-leaf form to permit the substitution of future revisions.

The Handbook will prove to be a useful tool for operating employees associated with this activity. Advantage should be taken of its value as a training medium.

It is urged that suggestions for increasing the usefulness of this Handbook be forwarded to the Chief, Telephone [ ] through the Chief Operator.

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[ ]

Chief  
General Services Office

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## CHAPTER I

### THE OPERATOR'S RESPONSIBILITY

You, the operator at the Central Intelligence Agency switchboard, have a very important job - giving good telephone service. You are the first representative of your Agency that the calling party meets and first impressions are very important. Yours is a great responsibility.

Your voice is your welcome to the caller. A pleasing tone of voice produces a favorable impression. Convey sincerity, intelligent interest and a desire to give as much assistance as possible. Retain your individuality by using your natural conversational voice. Keep the tone well modulated with your lips close to the mouthpiece. A quiet tone of voice reduces effort by reducing vocal strain and is less apt to annoy or interfere with adjacent operators. Speak distinctly maintaining an even rate and volume of speech. Clear, unhurried enunciation is of first importance in making yourself understood, in insuring greater accuracy of service and reducing the necessity for repetitions.

Courtesy, Accuracy and Speed in operating are essential and effective in dealing with the people we serve in our Agency, the outside public and with the operators at the central offices and other private branch exchanges.

A courteous voice indicating that you are glad to receive the call, will encourage cooperation from your caller and appreciation of your efforts to service him.

Be alert and attentive at all times. Inattention may give rise to slow answers, may result in unnecessary requests to repeat orders, in wrong numbers, in failure to answer recall signals promptly and in slow disconnects. Incidents of this nature are annoying to the calling and called parties, giving an impression of careless and indifferent operating. Possible false busy reports and reringing of extensions in error may delay the completion of a call or even cause the caller to hang up, resulting in improper utilization of the switchboard equipment, and contributing to increased operating work time.

It is of greatest significance that you are doing your part in a team working towards the common goal of maintaining efficient and pleasing service for the Agency.

One of the first and most important things which CIA employees are expected to acquire is a thorough understanding of the Agency's security requirements. The successful accomplishment of the Agency's mission depends upon our ability to operate within the framework of these requirements. Without strict adherence to strict security practices, your work and the work of the entire Agency would be of little value.

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For this reason you may have to unlearn some of the procedures you have used in working in commercial telephone companies or other Private Branch Exchanges, but your practices will primarily remain the same.

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## CHAPTER II

### GENERAL OPERATING PRACTICES

#### A. The Head Set.

The head set should be handled with care. Ample flexibility is provided through the various adjustments to give comfort and correct position. The proper position will minimize breath and room sounds and improve voice transmission. Change the head set from one ear to the other at least once every day.

More detailed instructions regarding the care, handling and adjustment of the head set will be provided by your supervisor.

#### B. Chair Adjustment and Correct Posture.

It is essential that an operator be comfortably seated at the switchboard. The chair should be adjusted according to height, leaving just enough space to pass the hand freely between the lap and the bottom of the key shelf, after being seated. Sit well back in the chair in an erect position. The breath comes more freely and speech with less fatigue, if you practice this posture. In this position the arms can work as pendulums, in even measured strokes and you can relax and yet keep alert, with the hands placed together, on the edge of the keyshelf. Hold a cord by the shell, between the thumb, forefinger and middle finger of the right hand, to answer a signal to the right, or transfer it quickly to the left hand, in the same position to answer a signal to the left. Let the style-stripping in the center of the position be a guiding post for dividing the work load between the hands. Never reach to the left of this style-strip with the right hand and never to the right of it, with the left hand, to answer a signal.

#### C. Handling Cords. (See Exhibits 1, 2, 3, 4, 5, 6, 7, 8, 9, 10).

##### 1. Pairing and Tracing Cords.

Pairing keeps the cords from becoming tangled. Pairing will help in tracing and disconnecting and thus avoiding cut-offs. In picking up a back cord, reach under any cords which may be crossed in front of it, pushing them with the back of the hand if necessary. In this way you can pair the front with the back cord.

Failure to trace cords properly may result in a cut-off or in disturbing another connection, particularly when the cords are of the same color.



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## 2. Picking up Cords.

Grasp the plug by the shell with thumb and forefinger as close to the keyshelf as possible and raise it from the socket. Without shifting this position, bring the cord into the palm with the remaining fingers, placing the middle finger on the shell or the cord, whichever is more natural. The same technique is used for front and back cords and with either hand.

## 3. Answering a Signal.

After picking up a front cord by grasping it by the shell using the thumb and forefinger, and bringing it into the palm with the remaining fingers, answer a waiting signal by moving quickly to the answering jack and inserting the plug all the way, in one motion.

Keep a firm hold on the plug until it is fully seated.

After answering a line signal pick up the back cord promptly with the free hand while securing the customer's order. Raise it and hold it exactly as you would a front cord.

## 4. Testing.

On receiving an order for a number in the local multiple or for a trunk, sight and advance rapidly to the proper bank and jack, ready to test for a busy condition.

To test, touch the tip of the plug to the rim of the jack, on a 45° angle, the hand beyond the jack, and the plug pointed downward if possible.

This method of testing enables you to see the jack clearly and observe the switchboard markings.

On long reaches it may be necessary to test on an upward slant. The precise angle of the test depends somewhat on the location of the jack to be tested.

## 5. Changing Cords.

To substitute a different cord for the one already in a jack, grasp the plug of the cord to be inserted in the usual way and carry it to the jack where the change is to be made.

Grasp the shell of the plug to be removed with the fourth and fifth fingers of the same hand, and remove the plug from the jack.

Turn the wrist slightly, bring the new plug into the proper position and insert it in the usual way. Guide the disconnected plug towards its socket.

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Always perform the complete operation with one hand, using whichever hand is more convenient.

#### 6. Disconnecting Cords.

When a disconnect signal is received observe the color of the signals and be sure the cords disconnected are of the same color.

Remove the cords by the shell and guide them toward the socket.

Where there is congestion, trace the cord carefully from the socket before taking it down. Either glance along the cord or alternately slacken and tighten the cord.

Failure to trace cords properly may result in a cut-off, or in disturbing another connection.

Where there is a plug in an adjacent jack, use extra care in disconnecting.

#### D. Signals.

Answer signals in order of appearance. However, precedence in importance should be considered. When several signals await attention at your multiple switchboard, it is important to give immediate attention to the signals on your position, before answering a new call. The following preference applies, when signals of different types appear simultaneously.

##### 1. Recall Signals (Flashing Supervisory Lamps).

A recall signal indicates that your assistance is required and should be answered within 10 seconds.

##### 2. Progress Reports.

On any delayed call a report should be given every 30 to 40 seconds. Make sure your connections are properly supervised before answering a new signal.

##### 3. Disconnects.

Do not mistake a disconnect signal for a slow answer on the part of an extension. Some conversations are very short and it is, therefore, necessary to watch the connection closely in order not to miss the retirement of the supervisory lamp when the called extension answers. If care is not exercised with regard to this, you may unnecessarily rering the extension user's telephone.

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4. Extension Signals (Manual Lines and Attendant Trunk Signals).

Manual lines are assigned to key personnel and are of the utmost importance. Attendant trunks are used, by Agency Personnel, to dial "Operator" for special assistance, or to place a long distance call.

5. Incoming Signals.

Incoming signals should be answered within 10 to 20 seconds. It is a generally appreciated courtesy to answer, as promptly as possible, but remember on a multiple switchboard there are many operators to help in answering a new signal, so be sure to insert the plug into the jack and listen carefully before answering. This will keep the work load evenly distributed.

Overlapping is a time saving operation. A good operator becomes proficient in saving motion and performing certain operations such as disconnecting cords as an additional part of the operation of picking up a cord.

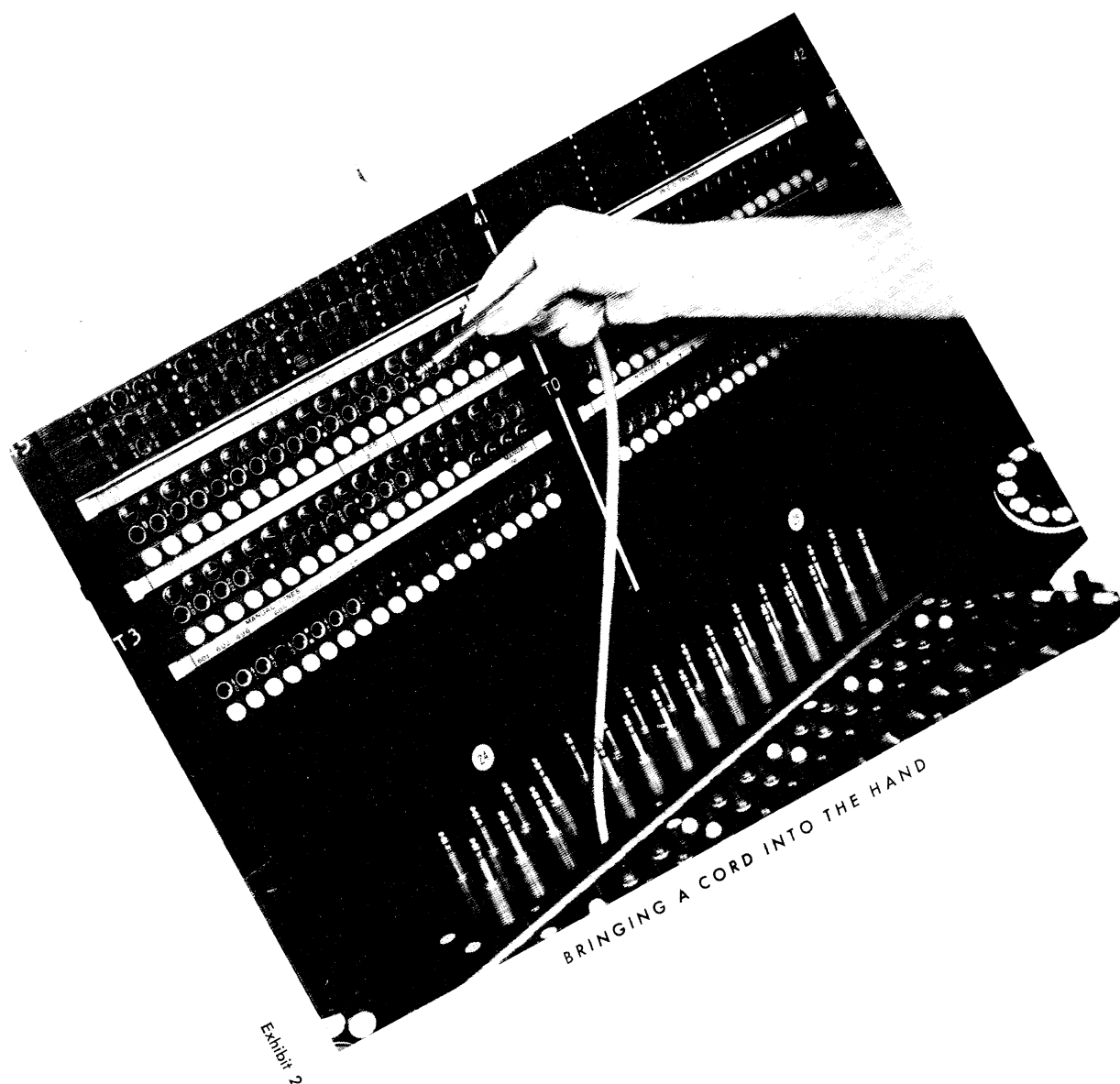
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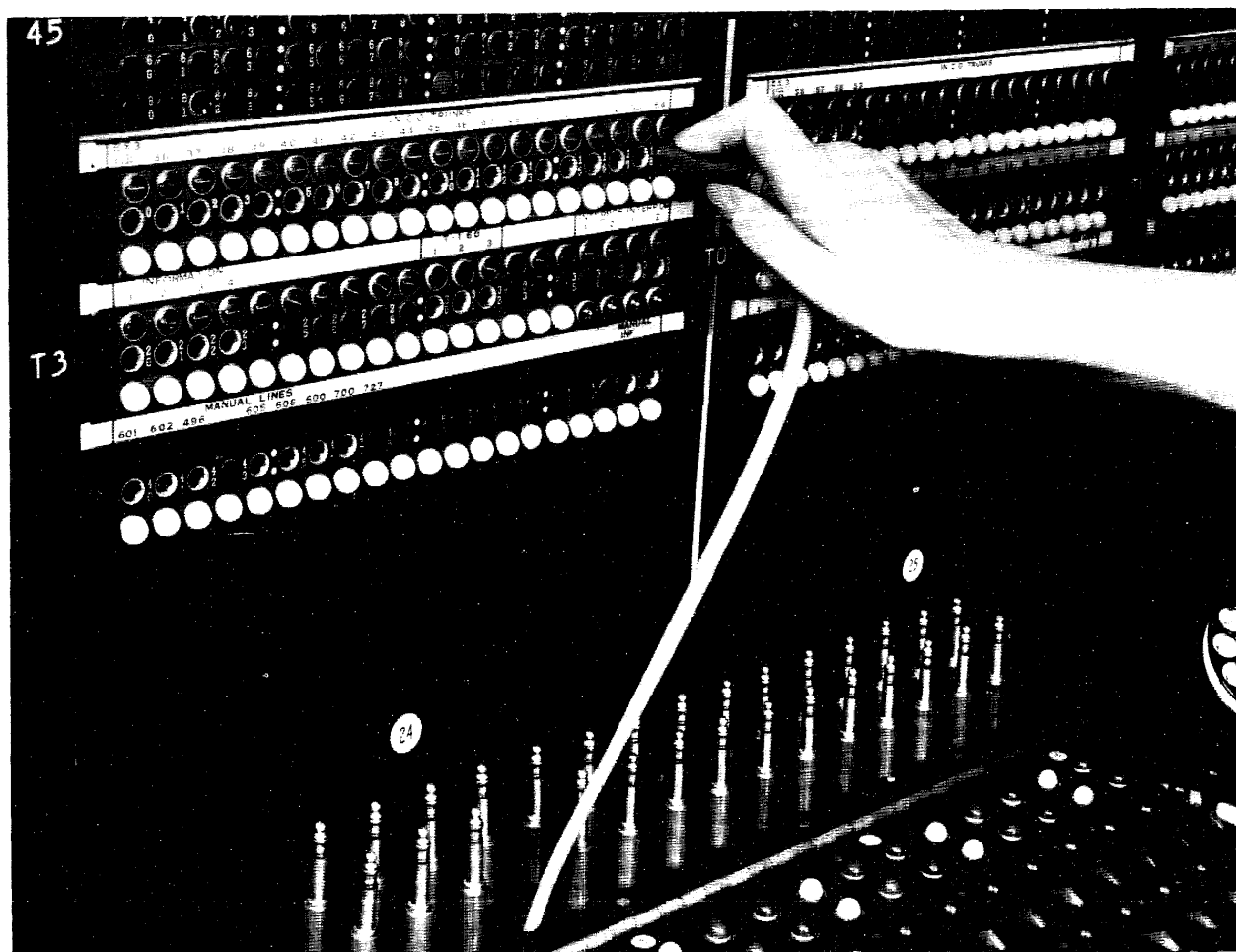
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Exhibit 1

PICKING UP A FRONT CORD  
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ANSWERING A SIGNAL

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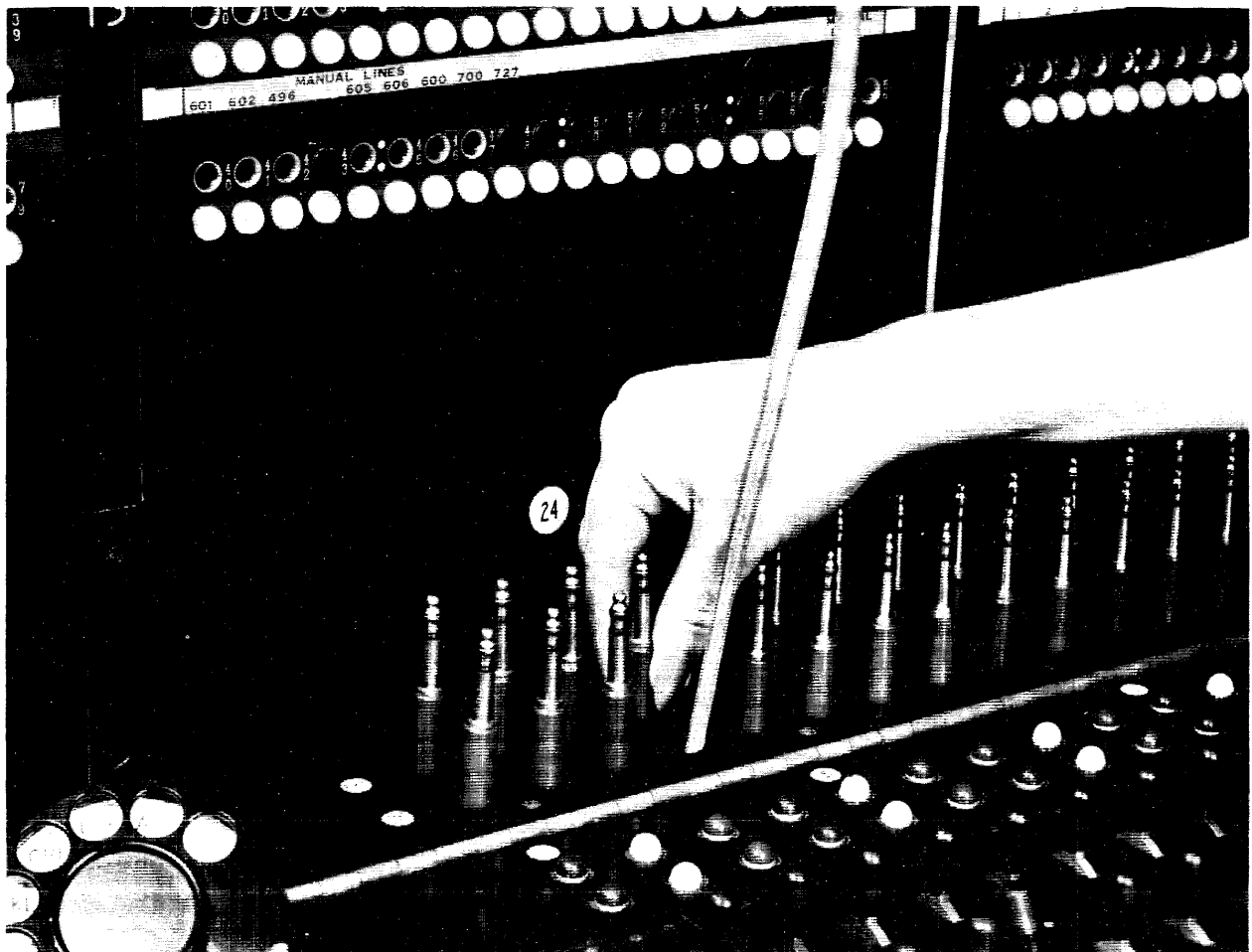


Exhibit 4

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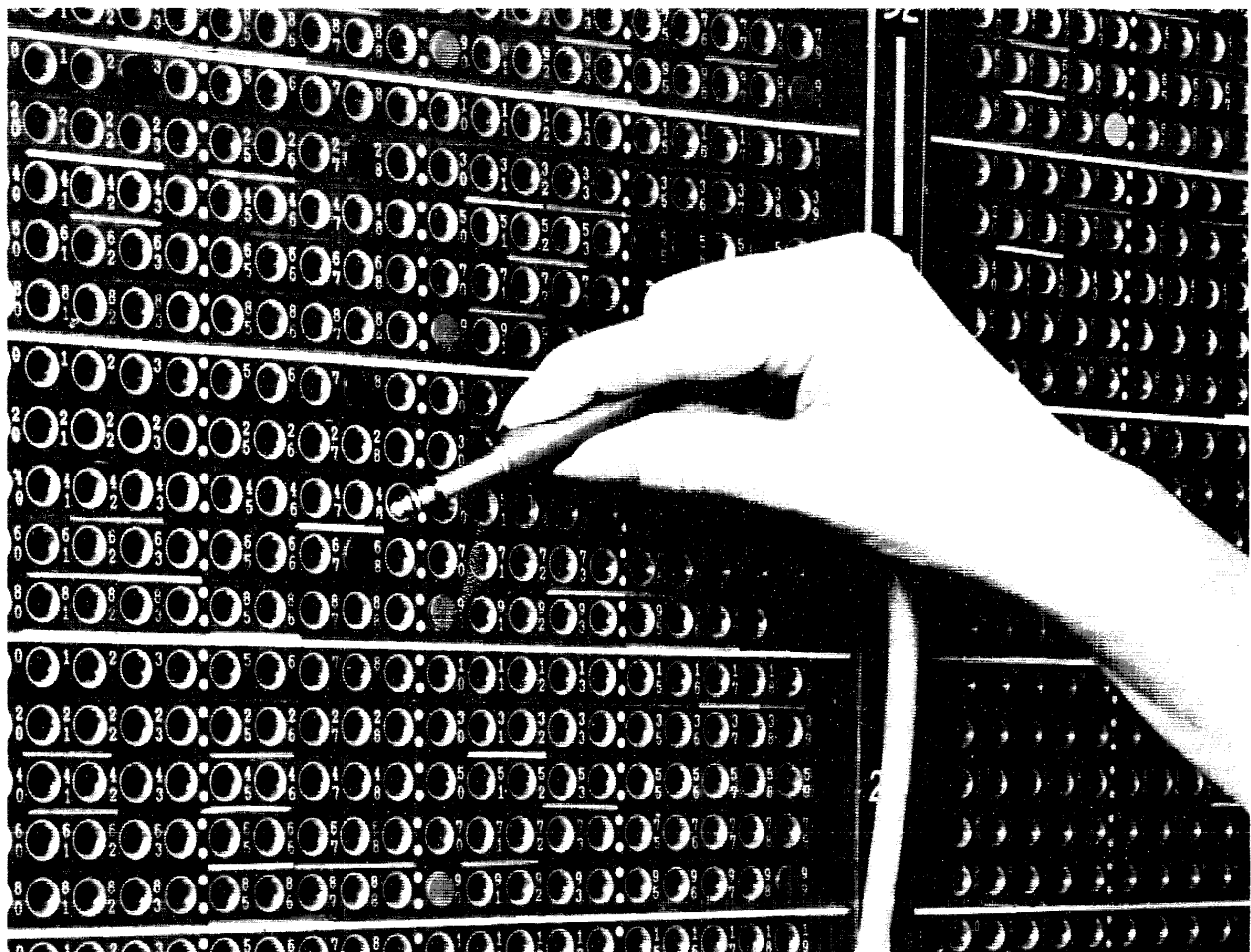
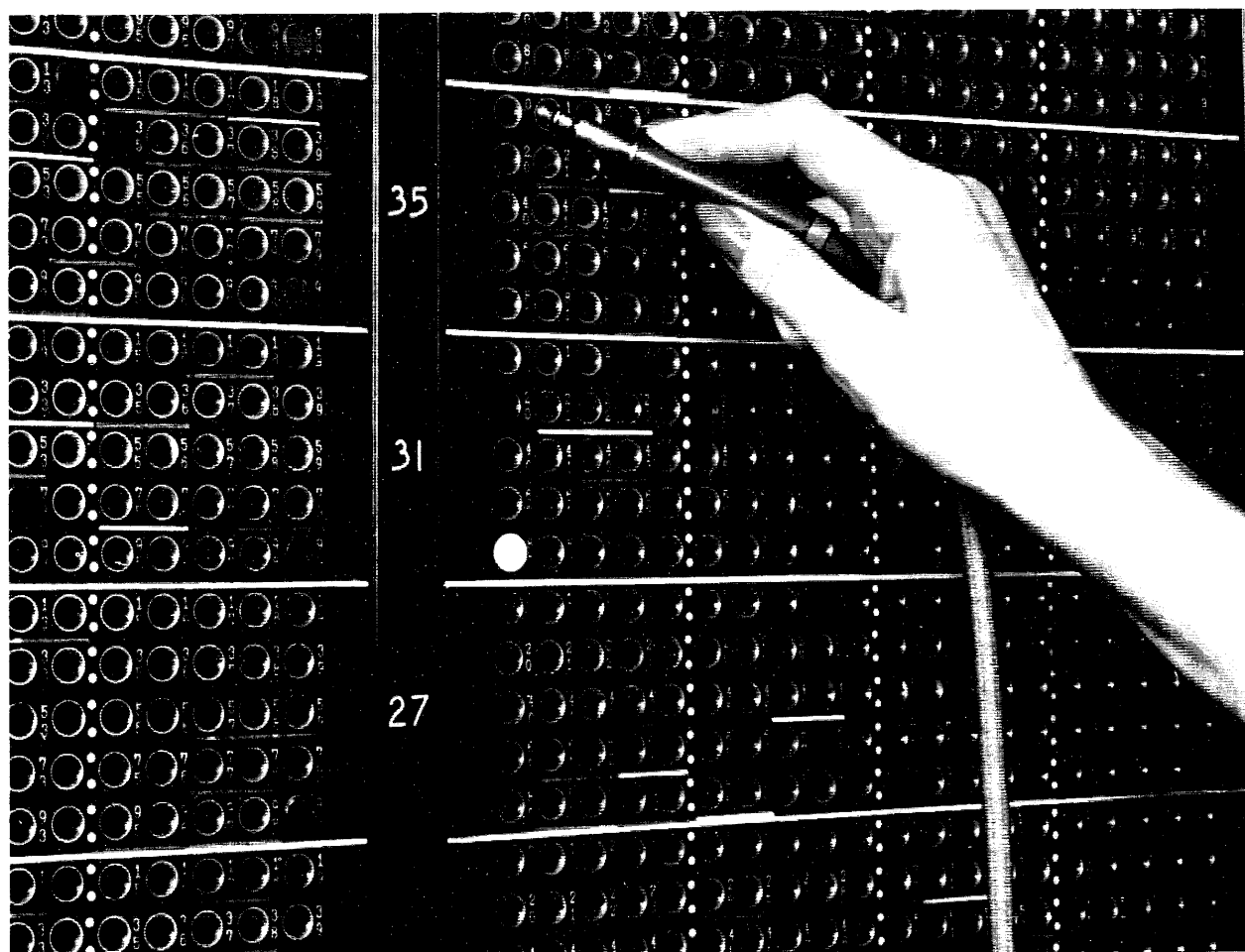


Exhibit 5

TESTING

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TESTING ON A LONG REACH

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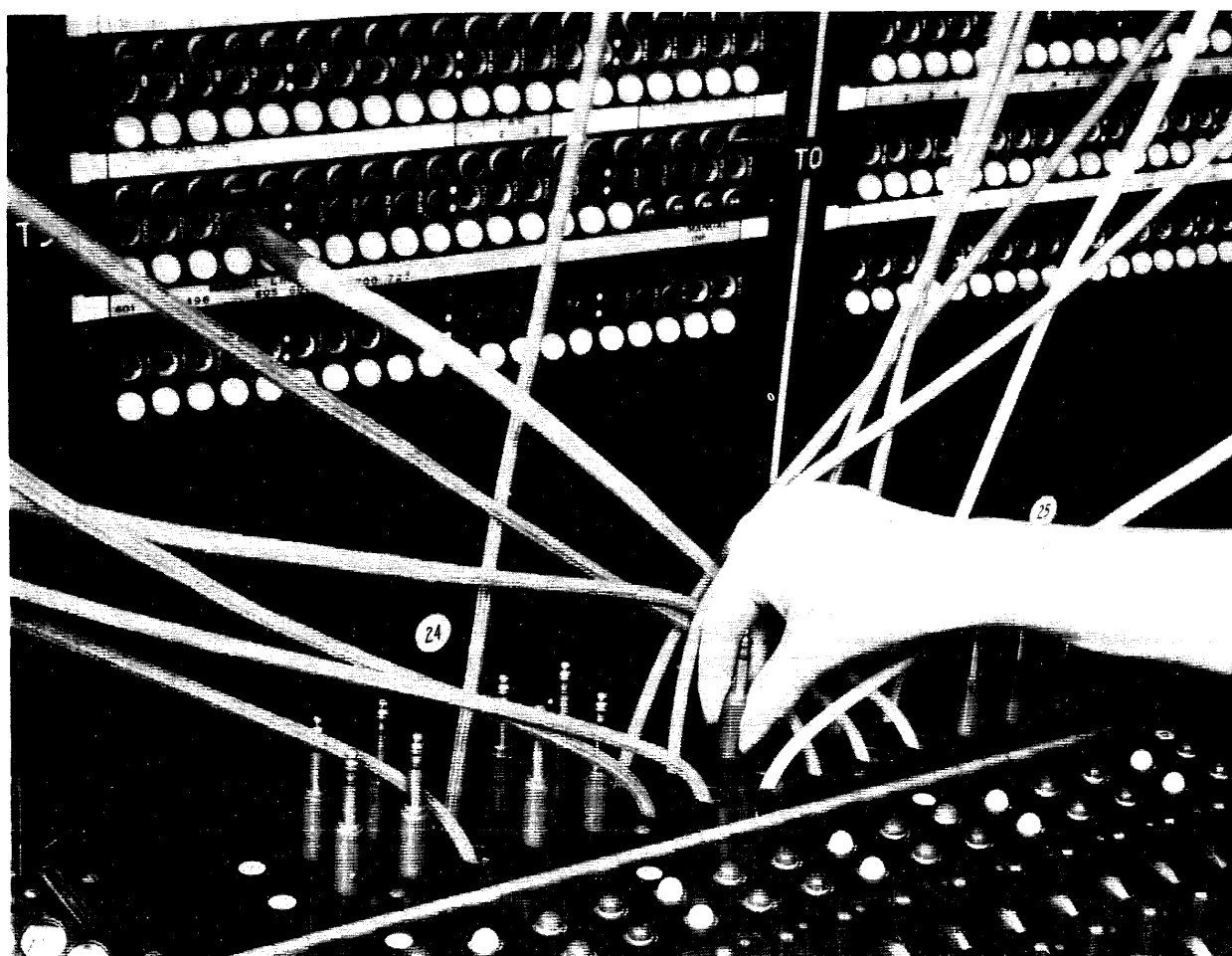


Exhibit 7

PAIRING CORDS

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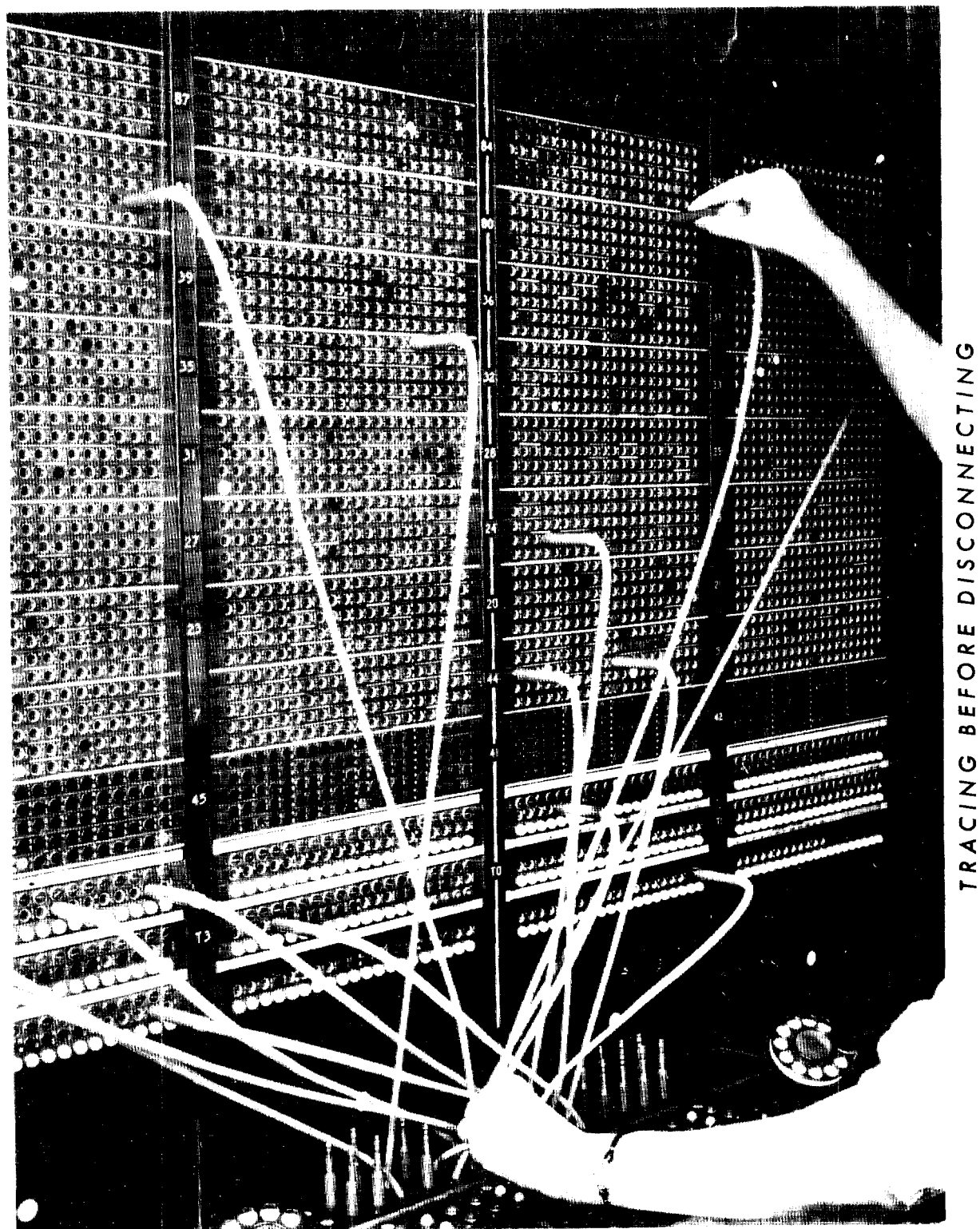


Exhibit 8

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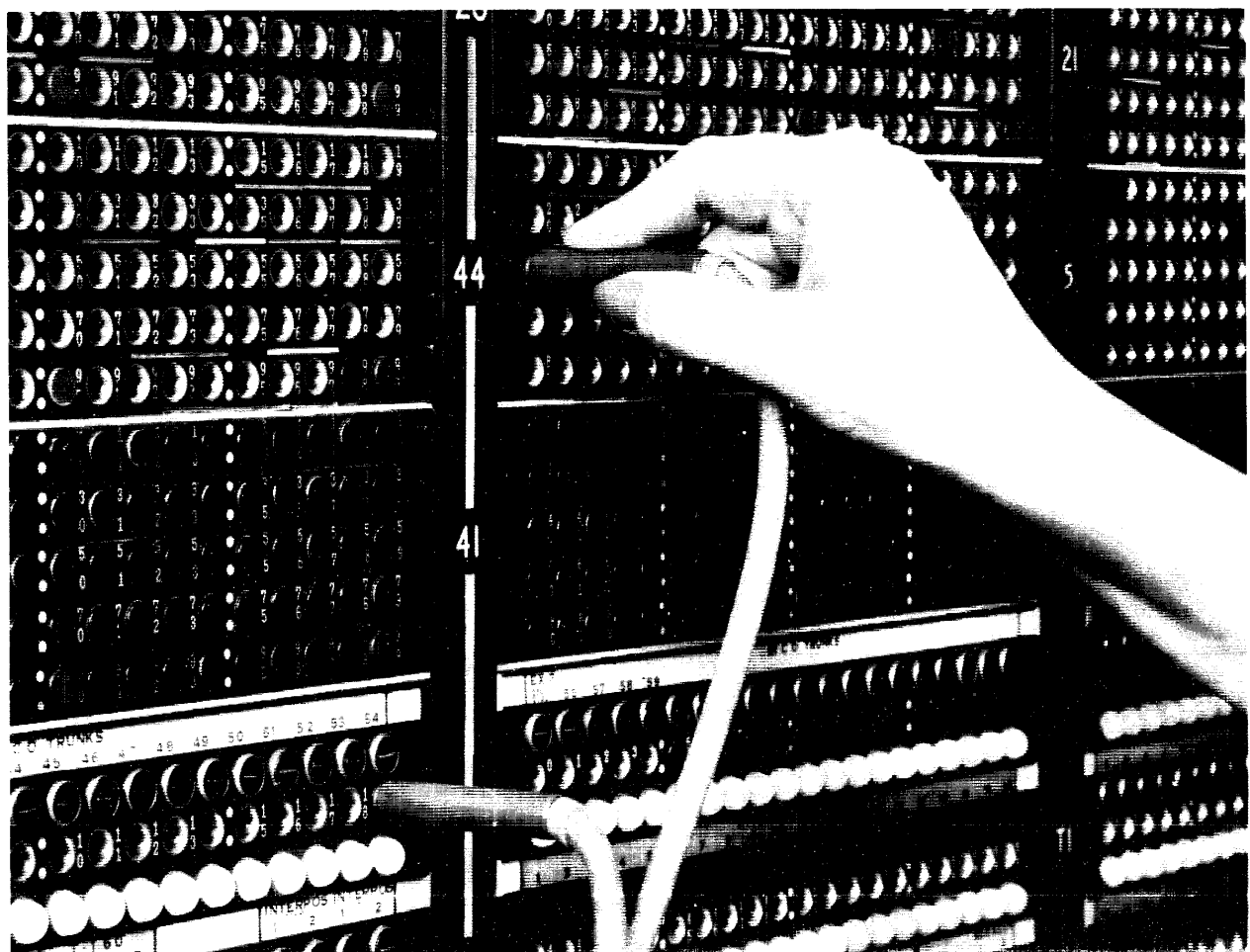
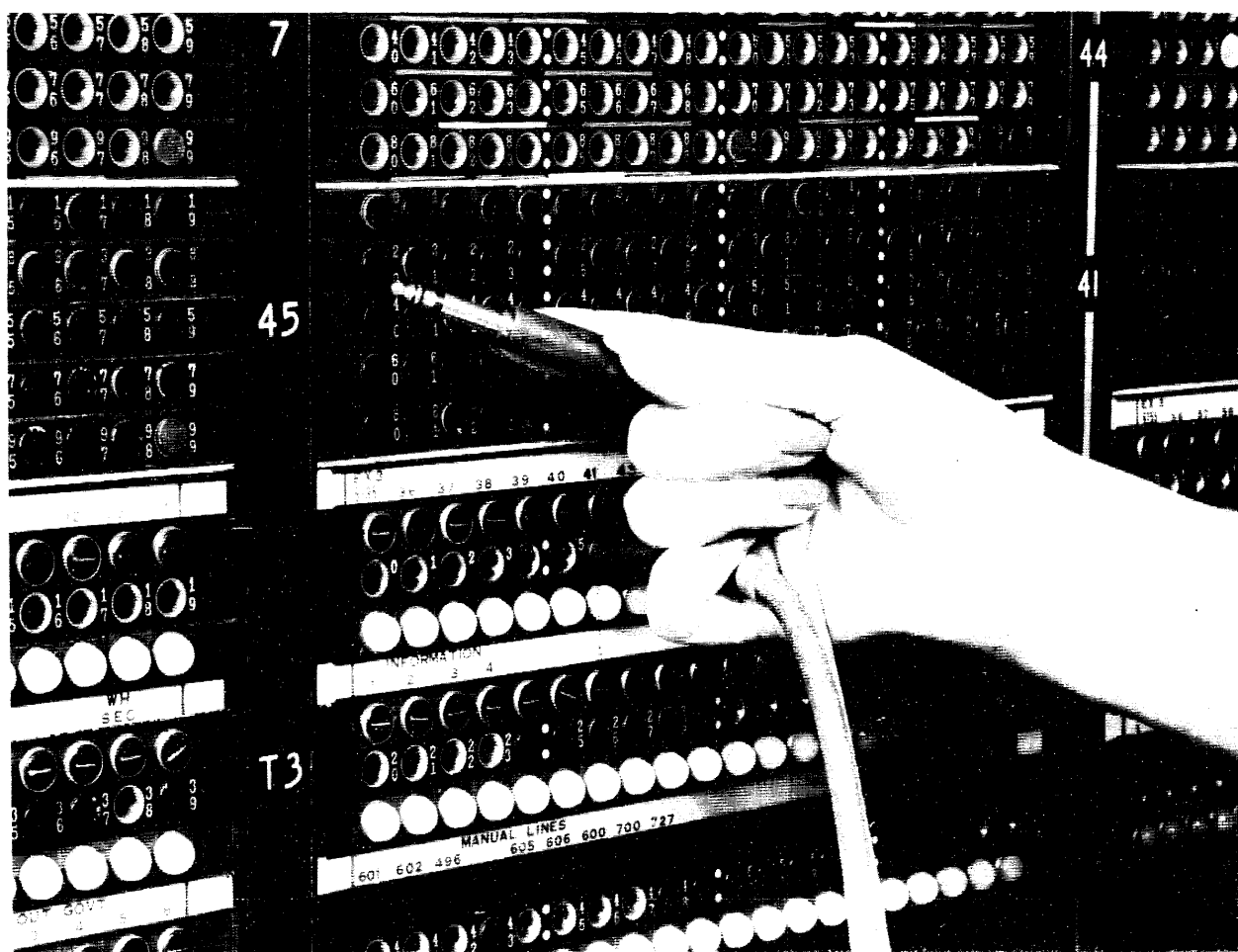


Exhibit 9

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CHANGING CORDS

Exhibit 10

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### CHAPTER III

#### INCOMING CALLS

##### A. Identifying Phrases.

Identifying phrases consist of the words with which the operator will answer the incoming trunk call. The importance of answering all calls with the designated identifying phrase should be properly appreciated.

Your switchboard, therefore, has distinctive markings to designate different trunk groups for each identifying phrase. This will make it necessary that you learn more than one phrase. Answer incoming call with the front cord. In this respect, you will:

Answer all incoming calls on Central Office Trunks, "EXECUTIVE [REDACTED] Answer all incoming call on Interdepartmental Trunks, "CENTRAL INTELLIGENCE AGENCY."

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You will be instructed by your supervisor concerning the acceptable phrase or phrases to be used.

##### B. Acknowledging the Order.

The order consists of the request the caller makes when you answer the switchboard signal. It will usually be the extension number he is calling. However, his request may be for any other type of telephone information or assistance.

Acknowledge the call, by saying, "THANK YOU."

Listen attentively to avoid having to request a "repeat" of a number. If you do not understand the order, however, say, "WHAT NUMBER, PLEASE?"

If you understand the order correctly, acknowledge by saying, "THANK YOU." If the party calling cannot furnish the desired extension, but only has the name of an individual or activity say, "SHALL I CONNECT YOU WITH TELEPHONE INFORMATION."

##### C. Establishing the Connection.

Test the extension called on a forty-five (45°) degree angle (see Exhibit 5). If the extension is not busy, plug in and ring. To ring on back key, pull forward the back key in line with the back cord.

If the extension is busy, say, "THE EXTENSION IS BUSY." If the calling person wishes to wait, make a note of the cord pair and extension number. Do

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not suggest that the party may wait except on TELEPHONE INFORMATION. This will occur where the party calling could not furnish an extension and you have advised telephone information.

D. Ringing.

If the extension is free start to ring on receiving proper supervision on the back cord, after plugging in. Ring steadily for about two seconds, pause for about ten seconds and follow with another ring of about two seconds. Continue at these intervals until an answer is received or until it is evident that no answer is likely to be received.

E. Progress Reports.

It is important to give progress reports at frequent intervals on calls which are delayed in completion for any reason. The calling person cannot hear you ring on an extension line, therefore, progress reports are required not only as an act of courtesy, but also to allow the caller to ask for someone else or to tell you he no longer wishes to wait. If he seems impatient and asks you if the extension is really busy or why it is not answering, say, "SHALL I CONNECT YOU WITH MY SUPERVISOR? PERHAPS SHE CAN HELP YOU."

After the calling party has been waiting 30 seconds on a busy extension, say, "THE EXTENSION IS STILL BUSY." Give a report every 30 seconds as long as he wishes to wait. You may suggest on the third or fourth report "I AM SORRY THE EXTENSION IS STILL BUSY. SHALL I CONNECT YOU WITH MY SUPERVISOR? PERHAPS SHE CAN HELP YOU."

A progress report should be given on any "slow answer" at the end of 30 seconds, by saying, "I AM RINGING YOUR EXTENSION." If after another 30 seconds the extension still has not answered, say, "THE EXTENSION HAS NOT ANSWERED, SHALL I KEEP ON RINGING?"

DURING OTHER THAN OFFICIAL OFFICE HOURS, THAT IS, BETWEEN 5:00 P.M. AND 8:30 A.M. MONDAY THROUGH FRIDAY AND ALL DAY SATURDAY, SUNDAY AND HOLIDAYS, EVERY INCOMING CALL RECEIVED AT THE SWITCHBOARD THAT DOES NOT ANSWER, EITHER FROM THE CENTRAL OFFICE TRUNKS OR INTERDEPARTMENTAL TRUNKS, WILL BE REFERRED TO THE CIA WATCH OFFICER,   IF THE CALLING PARTY DESIRES. RING THE EXTENSION REQUESTED, FROM 30 TO 60 SECONDS AND IF IT HAS NOT ANSWERED, SAY, "I AM SORRY THE EXTENSION HAS NOT ANSWERED, SHALL I CONNECT YOU WITH THE WATCH OFFICER?"

F. Disconnects.

Challenge on all one light disconnects, by saying, "OPERATOR, OPERATOR?" Say it slowly and distinctly in a questioning tone of voice. Give the party calling time to speak up if he is still waiting on the outside line.

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On a two light disconnect it is not necessary to challenge. This condition will only occur on calls from a manual line to an extension in the multiple.

G. Plugged Numbers in Multiple.

Some of the station jacks are plugged in the multiple, indicating that the line is not working. If the line has been disconnected recently, there may be a reference in the station jack.

If the called line is plugged with a black, green or red plug, say, "THAT SEEMS TO BE THE WRONG EXTENSION. SHALL I CONNECT YOU WITH INFORMATION?"

If the called line is plugged in white with a reference designated in red, say, for example, "THAT EXTENSION HAS BEEN CHANGED TO 2341. SHALL I CONNECT YOU?"

If the called line is plugged in white with a reference designated in blue, say, "THE CALLS ARE TEMPORARILY REFERRED TO EXTENSION 2341. SHALL I CONNECT YOU?"

If the called line is plugged in white with a pencil reference ring the referred extension without saying anything.

If difficulty of any nature is encountered, refer the call to the supervisor.

H. Long Distance - Incoming.

Incoming long distance or overseas calls are answered in the same manner as any other incoming central office call, that is, with the proper identifying phrase.

Listen carefully on incoming calls, from central office trunks, to determine if they are long distance. If the party is on the line, it is not necessary to question the call, but be sure to challenge a long distance operator, by asking, "IS THIS A COLLECT CALL?"

If the call is not collect, connect in the multiple. Give progress reports if the call is delayed. If the operator desires to leave a message on a busy extension, say, "WE DO NOT TAKE LEAVE WORDS, WILL YOU CALL AGAIN PLEASE?"

If the call is collect, say, "JUST A MOMENT PLEASE." Split the connection and pass the trunk number on which the call is being held, to the operator handling long distance. Use an Inter-Position Trunk to pass the call, saying for example, "21 COLLECT."

The handling of long distance calls is described in a separate chapter.



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## CHAPTER IV

### UNUSUAL SITUATIONS

#### A. Manual Stations.

Manual stations are assigned to key officials and special service is required, in the handling of these calls.

Answer manual stations with a back cord, by saying, "OPERATOR." If the call is to an extension in the multiple, say, "THANK YOU." Test the extension carefully, using the front cord and ring. To ring on a front cord, pull forward the front key, in line with front cord.

If the call is for an interdepartmental dial code, say, "THANK YOU." Pick up the front cord, of the same pair and insert into an outgoing Government Dial Trunk. Eliminate the first digit, of the desired code and dial the remaining digits. For example, if the request is for "192" dial 92. Stay in on the connection until the called agency answers.

If the call is for an outside number, dial the desired number on the front cord, of the same pair and remain in on the connection, until the called number answers.

On a request for an outside line or an outside dial tone, acknowledge, by saying, "THANK YOU." Plug into the first idle trunk in the group designated OUT C.O. TRUNKS with the front cord of the same pair. Upon hearing dial tone immediately operate the through dialing key. This operation must be performed before closing the talking key. If the talking key is closed before the through dialing key is operated, false supervision may be received on the call, causing interruption in conversation and a possible cut-off.

On a request for telephone information from a manual line, select a trunk designated MANUAL INFORMATION. This is an imperative practice. The Agency telephone information, is set up to answer calls, originating from within the Agency, in a different manner, than the call coming from the outside.

#### B. Incoming Calls to Key Officials.

Incoming calls to key officials are answered in the same manner as other incoming calls, with the proper identifying phrase, using a front cord.

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C. Intercept and Vacant Level Calls.

Inter-Agency calls, that are dialed incorrectly or calls to stations, not working, will appear on the Intercept or Vacant Level Trunks.

Answer with the front cord, by saying, "WHAT NUMBER ARE YOU DIALING, PLEASE?"

Check the multiple and if there is a white plug with an extension, reference in red, say, for example, "THE NUMBER HAS BEEN CHANGED TO 2341."

If the reference is in blue, say, for example, "THE CALLS ARE TEMPORARILY REFERRED TO EXTENSION 2341."

If the station jack is plugged with a black, green or red plug, say, "THAT SEEMS TO BE THE WRONG NUMBER, WILL YOU DIAL 4431 FOR INFORMATION, PLEASE?"

If the extension dialed appears to be a working line in the multiple, say, "THERE SEEMS TO HAVE BEEN SOME MISTAKE IN DIALING. WILL YOU HANG UP AND DIAL AGAIN, PLEASE?" If on the second attempt, the extension dialed comes up on intercept, immediately refer the call to your supervisor.

D. Attendant Trunks.

Answer attendant trunks with the front cord, by saying, "OPERATOR."

If the extension user is having trouble such as, inability to flash the operator, or any equipment trouble, say, "WILL YOU DIAL [ ] THE CHIEF OPERATOR, PLEASE?"

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If the extension user asks you to check a busy extension, or why an extension does not answer, say, "I WILL CONNECT YOU WITH MY SUPERVISOR, PERHAPS SHE CAN HELP YOU."

Extension users have been instructed to dial operator and ask for the [ ] If the operation is asked for by the proper code, acknowledge, by saying, "THANK YOU." Transfer the attendant trunk to a back cord and connect with [ ] on a front cord. Give a two second ring, with the front key, cut in and listen between each ring, until the called operation answers.

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E. Use of Conference Equipment.

The conference equipment consists of five jacks, the first two of which are intended for use with trunk connections and the last three of which are intended for use with connections to on-premise stations.

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It is essential that only front cords be inserted in the conference equipment jacks marked "Trunk" and only back cords be inserted in the conference equipment jacks marked "Station." If a cord is reversed transmission will be greatly reduced.

For example, if an incoming call is received and it is desired to establish a conference with the distant party and two on-premise stations, Branches 5 and 10, first take the back cord of the pair (the front cord of which is connected to the incoming trunk) and place it in the first trunk jack of the conference equipment. Then take the back cord of another pair and connect to Branch 5, placing the front cord in the first station jack of the conference equipment. Take the back cord of a third pair and connect to Branch 10, placing the front cord in the second station jack of the conference equipment. Call your supervisor for assistance.

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## CHAPTER V

### LONG DISTANCE CALLS

#### A. Handling Outgoing Toll Calls.

In most cases the party dialing attendant trunk will want to place a long distance call.

"OPERATOR" has already been answered. If the request is for long distance, say, "THIS IS YOUR LONG DISTANCE OPERATOR."

Allow the extension user to give all the details of the call without interruption, if possible. Mentally check necessary items for:

- Calling Extension
- Name of Calling Party
- Place Being Called
- Telephone Number or Name of Firm Desired
- Called Person's Name, if Person-to-Person
- Official, Reversed or Charged to Another Number

If the calling party has furnished only the name of the city and the person desired, ask, "DO YOU HAVE THE TELEPHONE NUMBER?" If the number is not known, ask under what name the telephone would be listed. Furnish the correct telephone number to the calling party, either when it is obtained or at the end of the conversation.

These standard phrases should be used, whenever it is necessary to question the calling party, for details not volunteered:

- "MAY I HAVE YOUR EXTENSION, PLEASE?"
- "MAY I HAVE YOUR NAME, PLEASE?"
- "WHAT PLACE ARE YOU CALLING, PLEASE?"
- "DO YOU HAVE THE TELEPHONE NUMBER?"
- "UNDER WHAT NAME IS THE TELEPHONE LISTED?"
- "IS YOUR CALL OFFICIAL?"

#### B. Person-to-Person Calls.

After being furnished all the necessary details, on a person-to-person call, say, "THANK YOU, I WILL CALL YOU." Enter date and operating number or initials as an overlapping operation.

Check your connections for needed supervision at this point. If a flashing signal is received while you are recording a call, say, "JUST A MOMENT, PLEASE?" Cut out and answer the flash.

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Secure the calling extension in the station multiple, on the back cord of an idle pair. Select the front cord, of the next idle pair and insert in an idle LD Loop. Enter the LD Loop number in the AGENCY space on the toll ticket.

Pass only the necessary items of the call to the LD Operator, in a clear distinct voice, for example, "NEW YORK CITY, BOW 3-4100, MR. JONES, PLEASE." Enter filing time in FILING space on the toll ticket. Volunteer no further information and try to discourage the distant party (through the toll operator) if the question is asked, "WHO IS CALLING?" Answer, by saying, "SORRY OPERATOR, I DON'T HAVE THAT INFORMATION." If the distant party is insistent, say, "JUST A MOMENT PLEASE, OPERATOR?" Close the key and ring the calling extension, on the split connection, in the multiple. Advise the calling party additional information has been requested and follow instructions carefully.

THIS PRACTICE IS TO BE FOLLOWED IN EVERY STEP OF THE TOLL TICKET REPORTING. NEVER VOLUNTEER ANY INFORMATION TO THE LD OPERATOR, TO ANOTHER EXTENSION USER OR TO A PARTY CALLING IN FROM OUTSIDE.

#### Establishing the Connection.

As soon as the LD Operator reports ready with the called party, say, "JUST A MOMENT, PLEASE." Cut out, ring the calling extension and announce the call, for example, "MR. SMITH, PLEASE. WE ARE READY ON HIS CALL TO NEW YORK FOR MR. JONES." Pick up the front cord of the pair on which the calling extension is being held. Using the cord handling practice in Exhibit 10, change the front cord on which the called party is waiting, when you are certain the calling party is on the line, and say, "GO AHEAD PLEASE." Stay on the connection until the calling party speaks to the called party and conversation is satisfactorily established. (See Sample # 1).

#### Timing Calls.

On all calls completed at your position, observe and enter on the ticket, the time (hour and minutes) of the start of conversation. Cut out of the connection and proceed with other work. When you receive a disconnect signal, challenge and release the circuit at once, observe and enter on the ticket the end of conversation time (hour and minutes) and release the line of the calling party. File completed call in designated compartment.

#### Entering Reports on Delayed Calls.

Always hold the LD Operator on the line after any report on a delayed call. Ring the calling party on a split connection to advise what further action is to be taken on the call.

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The use of codes makes it easier to write reports on toll tickets. Do not use codes in giving reports to the extension user, or to anyone for that matter. The following are standard codes used by Long Distance Operators:

ag	- Try again
ay	- Anyone
by	- The line is busy
ca	- Cancel or cancelled
cp	- Calling party
da	- Number does not answer
ds	- Number disconnected
ext by	- Extension busy after reaching number
ext da	- Extension does not answer, after reaching number
fc	- Can be found
ld	- Long distance
lk	- Will look for party
lw	- Leave word
nc	- No circuits available
nf	- No telephone listed
nrg	- Not registered
od	- Out of order
u	- Expected at or in time
ud	- Doubtful
wh	- We have, is ready with, party on line
wt	- Will talk

In writing a report on a ticket enter the time the report was given in addition to the time it was received, thus,

4:23 ag  
4:27 by 28

If a report of party delay is given, write the report in REPORTS space on the toll ticket, as the LD Operator passes it to you, for example, u 1 hr. Give the report to the calling party as, "MR. JONES IS EXPECTED IN ONE HOUR, WILL YOU SPEAK TO ANYONE ELSE?" If the party does not wish to speak to anyone else, say, "SHALL I LEAVE WORD?" The party may ask you to hold the call until a specific time or to leave word, say, "THANK YOU. WE WILL CALL YOU." Pass the instructions to the LD Operator, for example, "TRY THE CALL AGAIN AT 3:00 O'CLOCK, PLEASE" or "LEAVE WORD, PLEASE." Release both lines and file the delayed call in the designated compartment. (See Sample # 2).

#### C. Station-to-Station Calls.

Station-to Station calls are chargeable as soon as the distant telephone answers, unless the call has been delayed, so always have the calling party on the line, ready to speak to the called number as soon as it answers.

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It will be necessary to check your position bulletin for assistance in determining how to handle the placing of a station-to-station call. That is, if an LD Loop is to be used or an Out Dialing Central Office Trunk.

If the request is for "NEW YORK CITY, BOW 3-4100," ask, "WILL YOU SPEAK TO ANYONE AT THAT NUMBER." It is not necessary to write anything in the PERSON space of the toll ticket if the answer is, "YES." Acknowledge the call, by saying, "THANK YOU, WILL YOU HOLD THE LINE, PLEASE?"

Check your position bulletin designated POINTS DIALED DIRECT on STATION-TO-STATION CALLS. If the city desired is not listed, change the attendant trunk, on which you are holding the calling party, to a back cord, select an idle LD Loop on the front cord of the same pair and pass the call to the Long Distance Operator. For example, "NEW YORK CITY, BOW 3-4100, SPEAK TO ANYONE, PLEASE." Stay in on the connection until the conversation is satisfactorily established. This does not mean that you cannot cut out of the call for a second, answer a flash and cut back in again. (See Sample # 3).

If the call is for one of the points you have listed at your position, for example, "BALTIMORE, MD. GIL 5-4100." Acknowledge the call, transfer the calling party to a back cord, select an idle Out CO Trunk, insert the front cord of the same pair and on hearing dial tone, dial the number direct.

If a busy report is encountered, say, "THE LINE IS BUSY. SHALL WE KEEP TRYING AND CALL YOU." Enter the report in REPORT space on the toll ticket as an overlapping operation. If the calling party wishes the call completed, dismiss him, by saying, "THANK YOU, WE WILL CALL YOU." Try the call every 5 minutes, until 20 minutes has elapsed and every 20 minutes for 1 hour and every hour thereafter, or until the calling party advises differently. Proceed as follows:

Filing time	4:20 P.M.
	4:25 by 25
	4:30 by 30
	4:35 by 35
	4:40 by 40
	ag 5:00 P.M.

Keeping the calling party informed of the status of his call will make your work easier by reducing requests for a report. (See Sample # 4).

If the number called does not answer, say, "SORRY, THE NUMBER HAS NOT ANSWERED, SHALL I KEEP TRYING AND CALL YOU?" Try the call every 20 minutes, for



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the first hour and every hour thereafter, until completed or until the calling party advises differently. Proceed as follows:

Filing time      3:20 P.M.  
                     4:40 da 40  
                     5:00 da 5:00  
                     5:20 da 20  
                     ag 6:20 P.M.

#### D. Message Unit Calls.

Certain calls between the Metropolitan Exchange Area and the adjacent Suburban Areas in Maryland and Virginia are charged for in terms of message units. Consult your position bulletin for MESSAGE UNIT POINTS. It is not necessary to make a ticket on these calls. Make a note of the desired number on your scratch pad.

If the call is for person-to-person service, say, "I AM SORRY, THIS IS A MESSAGE UNIT CALL AND WE CANNOT ACCEPT ANY SPECIAL SERVICE ON IT. SHALL I CONNECT YOU WITH THE NUMBER."

If the call is official, say, "WILL YOU HOLD THE LINE, PLEASE?" Transfer the calling party to a back cord, select an idle Out Dialing CO Trunk on the front cord of the same pair, wait for dial tone and dial "0" for operator. Pass the call, for example "CEDAR 3-5421. MY NUMBER IS EX 3-6115." Stay on the line until satisfactory conversation is established. If a busy report is encountered or the number does not answer, give the report and ask the party to call again.

If the calling party wishes to place a call to a Message Unit Point and charge it to another number or reverse the charge, say, "I AM SORRY, THIS IS A MESSAGE UNIT CALL AND CANNOT BE CHARGED TO ANOTHER NUMBER, WILL YOU USE THE NEAREST PUBLIC TELEPHONE TO PLACE YOUR CALL, PLEASE?" or "I AM SORRY, THIS IS A MESSAGE UNIT CALL AND CANNOT BE MADE COLLECT. WILL YOU USE THE NEAREST PUBLIC TELEPHONE TO PLACE YOUR CALL, PLEASE?" If the calling party says there is no public telephone near or it will be very inconvenient, establish the call for him without further question.

#### E. Personal Calls.

Personal long distance calls are not acceptable unless the calling party wishes to charge the calls to another number or reverse the charge to the number being called.

If the calling party says he wishes to make a personal call and have it charged to his residence, record the call, enter the residence number in the CHARGE space, on the toll ticket and ask, "WHEN WILL THERE BE SOMEONE AT THE NUMBER TO ACCEPT THE CHARGE, PLEASE?" Enter the time given for accepting the charge at the residence number near the bottom of the ticket and put a check

mark in the block designated PERSONAL (See Sample # 5). In passing the ticket to the Long Distance Operator, say, for example, "THIS CALL IS TO BE CHARGED TO ST 5-4321. SOMEONE WILL OK THE CHARGE AT THAT NUMBER AFTER 7:00 P.M." The calling party's name must be passed as a necessary detail on a charge to or collect call.

On a request to place a collect long distance call, write collect in the CHARGE space on the toll ticket and put a check mark in the block designated PERSONAL. In passing the ticket to the Long Distance Operator, say, for example, "COLLECT CALL, TO NEW YORK CITY, BOW 3-4100, MR. JONES, PLEASE. MR. SMITH IS CALLING." (See Sample # 6).

#### F. Incoming Collect Calls.

Give Inter-Position lights preference over answering a new call, when you are in a toll position. It is a call another operator has answered on an incoming position and she is trying to pass it to a toll operator.

Answer Inter-Position Trunk, by saying, "OPERATOR."

The incoming operator will pass, for example, "21 COLLECT." Pick up the trunk on a front cord, and ask, "HAVE YOU PASSED THIS CALL BEFORE?" If the answer is, "YES," look in your uncompleted box for a previous record. If the answer is, "NO," say, "MAY I HAVE A RECORD OF YOUR CALL, PLEASE?" The ticket will be recorded in reverse of the outgoing ticket record (See Sample # 7). Enter IN COLLECT, in the AGENCY space, on the toll ticket and be sure to ask the distant operator for the filing time on her call. Say, "JUST A MOMENT, PLEASE." Split the connection by selecting the back cord of the next idle pair, test the called extension and ring. Announce the call to the person who answers, by saying, for example, "I HAVE A COLLECT CALL FROM MR. SMITH, IN NEW YORK CITY, TO MR. JONES, WILL YOU ACCEPT THE CHARGE?"

If the charge is accepted, ask, "IS THIS AN OFFICIAL CALL?" Establish the connection by transferring the central office trunk you are holding on the split connection to the front cord of the pair, on which you are holding the party being called, and say, "THE CHARGE IS ACCEPTED AND WE ARE READY, GO AHEAD PLEASE."

If the party being called is expected in an hour, enter report in REPORTS space and pass to the distant operator. If she wishes to leave word, enter her operators number in the upper right hand corner of the toll ticket and say, "JUST A MOMENT PLEASE." Cut back in on the office being called, saying, "WILL YOU HAVE MR. JONES DIAL OPERATOR ABOUT HIS COLLECT CALL, WHEN HE RETURNS, PLEASE?" If the answer is, "YES," dismiss the party, by saying, "THANK YOU." Notify the distant operator that word has been left, release the trunk line and file the ticket in compartment designated UNCOMPLETED.

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#### G. Sequence Calls.

More than two calls placed at one time by the same calling party, constitute a sequence and must be placed with the Sequence Operator in the toll office. Because of the time involved in the recording and passing of such calls, it becomes too lengthy an operation to be handled at the switchboard. When you have a request from the calling party to place more than two call at one time, say, "WILL YOU DIAL 4440, THE CHIEF OPERATOR, PLEASE?"

#### H. W H Reports.

If word has been left on an incoming call because the party is not ready to talk the party will, upon being available, dial operator and request a distant city and operators number. Record details on a toll ticket, entering W H REPORT in AGENCY space on the ticket. (See Sample # 8). Acknowledge the request, by saying, "THANK YOU, WILL YOU HOLD THE LINE, PLEASE?" Transfer the calling party to the back cord, of an idle pair, select an idle LD Loop on the front cord of the same pair and pass to the LD Operator, by saying, for example, "W H ON LINE. MR. JONES CALLED ON EX 3-6115, BY NEW YORK CITY, OPERATOR 432." Enter filing time on ticket, cut out and proceed with other work. Hold the ticket in your position until conversation is completed, cross through CHARGE space and file in completed box.

#### I. Enterprise Calls.

Enterprise is a code listing for telephone numbers in distant cities meaning that the call will be made automatically collect to the number with which it is assigned, through arrangements with the Telephone Company. Only station-to-station service is accepted to Enterprise Numbers. If the request is for a particular city enter, for example, NEW YORK CITY, ENTERPRISE 5-6022. If no particular city is requested enter, ENTERPRISE in the PLACE space on the toll ticket and 5-6022 in TELEPHONE NUMBER space. Check PERSONAL block and establish the call as other station-to-station calls. If any difficulty is encountered ring for your supervisor.

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Person-to-Person  
Completed Call  
Sample # 1

Person-to-Person  
Uncompleted Call  
Sample # 2

TELEPHONE TOLL TICKET

DATE	11-9-53	NO.	
FROM			
AGENCY	Ld 7173		
TEL. NO.	2340		
PERSON	Smith		
PLACE		STATE	
PLACE	NV	TO	STATE
COLLECT	TEL. NO.	150W 3-4100	
	PERSON	Jones	
ADDRESS OR FIRM			
REPORTS			

FILING TIME	10:50 A M		OPERATOR	SAJ
CONNECT	10:51 A M	MINS.	CLASS	
DISCONNECT	10:54 A M	CHARGE		
<input checked="" type="checkbox"/> OFFICIAL <input type="checkbox"/> PERSONAL				

TELEPHONE TOLL TICKET

DATE	11-9-53	NO.	Op 16
FROM			
AGENCY	Ld 7173		
TEL. NO.	2340		
PERSON	Smith		
PLACE		STATE	
PLACE	NV	TO	STATE
COLLECT	TEL. NO.	150W 3-4100	
	PERSON	Jones	
ADDRESS OR FIRM			
REPORTS			

12 1 hr lw  
11:50 12 noon 51 lw

FILING TIME	10:50 A M		OPERATOR	SAJ
CONNECT	M	MINS.	CLASS	
DISCONNECT	M	CHARGE		
<input checked="" type="checkbox"/> OFFICIAL <input type="checkbox"/> PERSONAL				

Station-to-Station  
Completed Call  
Sample # 3

Direct Dialing Point  
Completed Call  
Sample # 4

TELEPHONE TOLL TICKET

DATE 11-9-53 NO. \_\_\_\_\_  
FROM \_\_\_\_\_  
AGENCY Ed 1173  
TEL. NO. 2340  
PERSON Smith  
PLACE \_\_\_\_\_ STATE \_\_\_\_\_

TO \_\_\_\_\_  
PLACE NY STATE \_\_\_\_\_  
COLLECT TEL. NO. 150W 3-4100  
PERSON \_\_\_\_\_  
ADDRESS OR FIRM \_\_\_\_\_  
REPORTS \_\_\_\_\_

FILING TIME <u>10:50 A M</u>	OPERATOR <u>DAJ</u>	
CONNECT <u>10:50 A M</u>	MINS.	CLASS
DISCONNECT <u>10:54 A M</u>	CHARGE	
<input checked="" type="checkbox"/> OFFICIAL <input type="checkbox"/> PERSONAL		

TELEPHONE TOLL TICKET

DATE 11-9-53 NO. \_\_\_\_\_  
FROM \_\_\_\_\_  
AGENCY EX 3-6115  
TEL. NO. 2340  
PERSON Smith  
PLACE \_\_\_\_\_ STATE \_\_\_\_\_

TO \_\_\_\_\_  
PLACE Balt STATE \_\_\_\_\_  
COLLECT TEL. NO. MPUR 7-3621  
PERSON \_\_\_\_\_  
ADDRESS OR FIRM \_\_\_\_\_  
REPORTS \_\_\_\_\_

by 50  
10:55 by 55  
11:00 by 11:00

FILING TIME <u>10:50 A M</u>	OPERATOR <u>DAJ</u>	
CONNECT <u>11:05 A M</u>	MINS.	CLASS
DISCONNECT <u>11:10 A M</u>	CHARGE	
<input checked="" type="checkbox"/> OFFICIAL <input type="checkbox"/> PERSONAL		

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Charge to Another  
Number  
Sample # 5

Outgoing Collect  
Call  
Sample # 6

TELEPHONE TOLL TICKET

DATE	11-9-53	NO.	
FROM			
AGENCY	LA 7173		
TEL. NO.	2340		
PERSON	Smith		
PLACE		STATE	

PLACE	NV	TO		STATE	
COLLECT	TEL. NO.	MUR 43621			
	PERSON	Miss Thomas			
ADDRESS OR FIRM					
REPORTS					

FILING TIME	10:50 A M	OPERATOR	DAJ
CONNECT	10:51 A M	MIN.	CLASS
DISCONNECT	10:54 A M	CHARGE TO	D47-4321
<input checked="" type="checkbox"/> OFFICIAL	<input checked="" type="checkbox"/> PERSONAL		

After 7:00 PM

TELEPHONE TOLL TICKET

DATE	11-9-53	NO.	
FROM			
AGENCY	LA 7173		
TEL. NO.	2340		
PERSON	Smith		
PLACE		STATE	

PLACE	NV	TO		STATE	
COLLECT	TEL. NO.	BOW 3-4100			
	PERSON	Jones			
ADDRESS OR FIRM					
REPORTS					

FILING TIME	10:50 A M	OPERATOR	
CONNECT	10:51 A M	MIN.	CLASS
DISCONNECT	10:55 A M	CHARGE	Collect
<input type="checkbox"/> OFFICIAL	<input checked="" type="checkbox"/> PERSONAL		

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Incoming Collect  
Call  
Sample # 7

W H Report  
Sample # 8

TELEPHONE TOLL TICKET

DATE 11-9-53 NO.           
FROM           
AGENCY In Collect  
TEL. NO. BOW 3-4100  
PERSON Jones  
PLACE          STATE         

TO           
PLACE EX 3-6115 STATE           
COLLECT          TEL. NO. 2340  
PERSON Smith  
ADDRESS OR FIRM           
REPORTS         

FILING TIME	OPERATOR	
<u>10:50 AM</u>	<u>DAJ</u>	
CONNECT	MINS.	CLASS
<u>10:52 AM</u>		
DISCONNECT	CHARGE	
<u>10:55 AM</u>		
<input checked="" type="checkbox"/> OFFICIAL	<input type="checkbox"/> PERSONAL	

TELEPHONE TOLL TICKET

DATE 11-9-53 NO.           
FROM           
AGENCY Wh Report  
TEL. NO. EX 3-6115 ext 2340  
PERSON Jones  
PLACE          STATE         

TO           
PLACE NY STATE           
COLLECT          TEL. NO. Opn 432  
PERSON Smith  
Bow 3-4100  
ADDRESS OR FIRM           
REPORTS         

FILING TIME	OPERATOR	
<u>10:38 AM</u>	<u>DAJ</u>	
CONNECT	MINS.	CLASS
<u>10:39 AM</u>		
DISCONNECT	CHARGE	
<u>M</u>		
<input type="checkbox"/> OFFICIAL	<input type="checkbox"/> PERSONAL	

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## CHAPTER VI

### TELEPHONE INFORMATION

#### A. Information Desk.

The operator assigned to answer telephone information must be alert, at all times, and keep aware that there are two separate key boxes on the information desk and two types of information listed, on the information files. OVERT listings are on buff colored strips and COVERT listings are on pink colored strips.

Answer all signals, by saying, "TELEPHONE INFORMATION."

#### B. Information Calls From Within the Agency.

Signals appearing on the first key box, designated in red and numbered 4431 through 4436, are calls dialed from within the Agency. The operator at the switchboard has no access to these lines. Give information as requested for both COVERT and OVERT personnel. However, if the party requested is listed as COVERT, say, "THIS IS FOR INSIDE USE ONLY AND NOT TO BE GIVEN TO ANYONE OUTSIDE THE AGENCY."

25X1 Signals appearing on the first two lines on the next key box, designated in red and numbered Manual 1 and 2, are calls from manual stations, assigned to key officials and . These calls will be handled in the same manner as calls dialed from within the Agency, except the information operator must flash to have the call connected, if the calling party so desires. Always ask the calling party if he wishes to be connected before flashing the operator, by saying, for example, "THE EXTENSION IS 2341. SHALL I CONNECT YOU?" If the answer is, "YES," push the key forward momentarily to flash the operator and pass the extension.

If only the last name is furnished on an information request, ask, "MAY I HAVE THE FIRST NAME OR INITIAL, PLEASE?" If that is not known, ask, "DO YOU KNOW IN WHICH OFFICE HE IS EMPLOYED?" Try to encourage the calling party to furnish the necessary information for locating the party.

If the caller is asking for an activity or a room number, ask, "ARE YOU CALLING ANYONE IN PARTICULAR THERE?" Always try to break the call down to an individual and give the information from the alphabetical listing, whenever possible. This avoids giving COVERT information erroneously.

If the name requested is not listed on the information file, say, "I AM SORRY, I HAVE NO ONE LISTED BY THAT NAME, DO YOU KNOW IN WHICH OFFICE HE IS EMPLOYED?" If the office can be furnished, say, "I WILL GIVE YOU SOMEONE IN



THAT OFFICE THAT MAY BE ABLE TO HELP YOU." Furnish extension of Administrative Contact Office listed on the information file. If the calling party cannot furnish the office, say, "WOULD YOU LIKE TO CHECK WITH PERSONNEL RECORDS, THE EXTENSION IS 2868."

C. Requests for Home Telephone Numbers From Within the Agency.

On a request for a home telephone or street address, first check the information file to determine if called party is listed as OVERT or COVERT. For OVERT personnel give information without question. For COVERT personnel give information, but indicate that it is for inside use only.

REMEMBER UP TO THIS POINT ONLY INSIDE REQUESTS FOR INFORMATION HAS BEEN COVERED. NEVER GET THE TWO CONFUSED.

D. Information Calls From Outside the Agency.

Signals appearing on the last key box on the information desk are designated in white and numbered 1 through 4. These are the calls coming in from outside the Agency and have been established by the operator at the switchboard.

1. Listen carefully as the name is given. If the order is indistinct, say, "MAY I HAVE THE NAME AGAIN, PLEASE?" If only the last name is furnished, say, "MAY I HAVE THE FIRST NAME OR INITIAL, PLEASE?"

DO NOT OFFER INFORMATION SUCH AS DUPLICATION OF NAMES OR OFFICE LOCATIONS, TO THE OUTSIDE CALLING PARTY.

If the calling party cannot furnish the correct name of the party he desires, or identify the party being called, positively, by giving location, room, building or office, say, "I AM SORRY I CANNOT HELP YOU UNLESS YOU CAN FURNISH MORE INFORMATION." If party persists, say, "SHALL I TRANSFER YOU TO PERSONNEL RECORDS, PERHAPS THEY CAN HELP YOU?"

25X1A

DO NOT IDENTIFY ADMINISTRATIVE CONTACT OFFICES BY BREAKDOWN TO OUTSIDE CALLING PARTY.

If caller cannot identify office, but still persists the party being called is with the Agency, say, "I WILL TRANSFER YOU TO PERSONNEL RECORDS, PERHAPS THEY CAN HELP YOU."

~~CONFIDENTIAL~~  
~~SECRET~~

DO NOT GIVE EXTENSION LOCATED IN ROOMS WHERE NAME REQUESTED IS NOT LISTED IN INFORMATION FILES TO OUTSIDE CALLERS.

If the calling party reports that the extension as listed in information file is incorrect, suggest that you will refer him to an office that may be able to furnish the correct extension and transfer call to the Administrative Contact Office as listed for party being called, by saying, "I AM SORRY, THAT IS THE EXTENSION WE HAVE LISTED FOR HIM, BUT I WILL CONNECT YOU WITH AN OFFICE THAT MAY BE ABLE TO HELP YOU."

If only the office designation appears following the name of party being called with no extension number listed, say, "I WILL CONNECT YOU WITH AN OFFICE THAT MAY BE ABLE TO HELP YOU LOCATE THE PARTY YOU ARE CALLING." Transfer the call to the Administrative Contact for the office listed, but do not indicate that you have person being called.

E. Requests for Home Telephone Numbers From Outside the Agency.

Home telephone numbers and addresses are not to be given on calls coming in from outside, except where the caller can positively identify that he is an employee of the Agency.

1. During regular office hours (8:30 A.M. to 5:00 P.M., Monday through Friday) if a request is received for a home telephone number or address, say, "I WILL CONNECT YOU WITH PERSONNEL RECORDS, PERHAPS THEY CAN HELP YOU."

25X1A

If calling party is not listed with the Agency, say, "I AM SORRY, I DO NOT HAVE THAT INFORMATION AVAILABLE." If the calling party persists, say, "SHALL I CONNECT YOU WITH THE WATCH OFFICER? PERHAPS HE CAN HELP YOU."

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